

**GENERAL SERVICES ADMINISTRATION
FEDERAL SUPPLY SERVICE
AUTHORIZED FEDERAL SUPPLY SCHEDULE PRICE LIST**

On line access to contract ordering information, terms and conditions, up to date pricing, and the option to create an electronic delivery order are available through GSA Advantage!, a menu driven database system. The INTERNET address GSA Advantage! is: GSAAadvantage.gov.

MISSION ORIENTED BUSINESS INTEGRATED SERVICES (MOBIS)

SPECIAL ITEM NUMBER 874-1 CONSULTING SERVICES

SPECIAL ITEM NUMBER 874-4 TRAINING SERVICES

T. S. Marshall & Associates, Inc.

2030 Western Ave., Suite 312

Seattle, WA 98121

Telephone -- (206) 604-6875

E-mail – steve@tsmarshallassoc.com

www.tsmarshallassoc.com

Service Disabled-Veteran Owned-Small Business Concern

Contract Number: GS-10F-0160U

Period Covered by Contract: March 12, 2008 through March 13, 2018

**General Services Administration
Federal Acquisition Service**

GENERAL CONTRACT INFORMATION

- 1a. Table of awarded special item number(s):
- | | |
|-------|-----------------------------|
| 874-1 | 874-1RC Consulting Services |
| 874-4 | 874-4RC Training Services |
- 1b. Lowest Priced Model See Rates for Services below
- 1c. Labor Category Descriptions See Labor Category Descriptions
2. Maximum Order: \$1,000,000.00.
3. Minimum Order: \$100.00.
4. Geographic coverage (delivery area) Domestic Only.
5. Point(s) of production: Not Applicable
6. Discount from list prices or statement of net price. All contract prices are Net
7. Quantity discounts: GSA also receives an additional 5% discount on any task order above \$15,000.00
8. Prompt payment terms. Net 30 days.
- 9a. Government purchase cards are accepted at or below the micro-purchase threshold.
- 9b. Government purchase cards are accepted above the micro-purchase threshold.
10. Foreign items: None.
- 11a. Time of delivery: To be negotiated with Ordering Agency
- 11b. Expedited Delivery: To be negotiated with Ordering Agency
- 11c. Overnight and 2 day delivery: To be negotiated with Ordering Agency
- 11d. Urgent Requirements: To be negotiated with Ordering Agency
12. F.O.B. point(s): Destination
- 13a. Ordering address(es): T. S. Marshall & Associates, Inc.
Attn: Steve Marshall
2030 Western Ave., Suite 312
Seattle, WA 98121
- 13b. Ordering procedures: For services, the ordering procedures, information on Blanket Purchase Agreements (BPA's) are found in Federal Acquisition Regulation (FAR) 8.405-3.
14. Payment address(es): T. S. Marshall & Associates, Inc.
Attn: Steve Marshall
2030 Western Ave., Suite 312
Seattle, WA 98121
15. Warranty provision: Standard Commercial

- 16. Export packing charges: Not Applicable.
- 17. Terms and conditions of Government purchase card Contact Contract Administrator Acceptance
- 18. Terms and conditions of rental, maintenance, and repair: Not Applicable
- 19. Terms and conditions of installation: Not Applicable.
- 20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices.
Not Applicable
- 20a. Terms and conditions for any other services: Not Applicable
- 21. List of service and distribution points (if applicable). Not Applicable
- 22. List of participating dealers: Not Applicable
- 23. Preventive maintenance: Not Applicable
- 24a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants). Not Applicable
- 24b. Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contractor's website or other location.) The EIT standards can be found at: www.Section508.gov/. Not Applicable
- 25. DUNs Number 806136573
- 26. Notification regarding registration in Central Contractor Registration (CCR) database. Registered.
- 27. Uncompensated Overtime With pre-approval from management

SCA APPLICABILITY STATEMENT

The Service Contract Act (SCA) is applicable to this contract as it applies to the entire Mission Oriented Business Integrated Services" and all services provided. While no specific labor categories have been identified as being subject to SCA due to exemptions for professional employees (FAR 22.1101, 22.1102 and 29 CFR 541.300), this contract still maintains the provisions and protections for SCA eligible labor categories. If and / or when the contractor adds SCA labor categories / employees to the contract through the modification process, the contractor must inform the Contracting Officer and establish a SCA matrix identifying the GSA labor category titles, the occupational code, SCA labor category titles and the applicable WD number. Failure to do so may result in cancellation of the contract."

MOBIS CONSULTING SERVICES

874-1 MOBIS Consulting Services - Contractors shall provide expert advice, assistance, guidance or counseling in support of agencies, management, organizational and business improvement efforts. This may also include studies, analyses and reports documenting any proposed developmental, consultative or implementation efforts. Examples of consultation include but are not limited to: Strategic, business and action planning; systems alignment; cycle time; high performance work; process and productivity improvement; leadership systems; performance measures and indicators; program audits, and evaluations; and organizational assessments.

LABOR CATEGORY DESCRIPTIONS

Principal Consultant

Minimum/General Experience: Minimum of 15 years of consulting experience. Demonstrates strong intellectual, organizational and client management skills. Proficient in: (a) developing meaningful, sensible measures of performance, (b) data collection, analysis, and communicating the results to others, (c) strategic and operational planning, management, and process improvement, and (d) developing and implementing tailored training programs, and training people to deliver them. Possesses a broad understanding of the client's industry and has an extensive skill set to help solve the client's problems.

Functional Responsibility: Provides strong executive, strategic-level management and direction. Lead and facilitate small and large groups, assist clients in problem solving techniques and other organizational problems, recommends and implements changes, develops and provides training.

Minimum Education: Possess a Ph.D. or Masters Degree in Adult Education, Quality Management or other Business area.

Senior Consultant

Minimum/General Experience: 10 + years. Proficient experience in developing and reviewing strategic plans, managing data, and directing organizational development and change management.

Functional Responsibility: Provides strong executive management and direction. Performs difficult and complex strategic analysis and is able to guide strategy formulation. A Senior Consultant shall coordinate the operational work and output, and work directly with senior client executives ensuring that the work consistently reflects the goals and desired outcomes of the client. Conduct needs analysis with clients, designs and implements data collection strategies, recommends and implements changes, develops and provides training. Use various data collection methods, conduct analysis and prepare reports.

Minimum Education: Bachelor's Degree

Senior Analyst

Minimum/General Experience: 7+ years experience managing and/or conducting business/management analysis. Functional areas include organizational planning, data management, change management, business process reengineering, quality assurance, test and evaluation, human factors, reliability and maintainability, financial management, and support or program management.

Functional Responsibility: Performs a broad range of tasks associated with the implementation of standard techniques, procedures and/or criteria as they apply to the technical or administrative aspects of the project delivery. Uses own knowledge and information supplied relative to the technical or administrative aspects of the project to perform technical studies and analyses and prepare project deliverables, and reviews final documents or data deliverables for completeness and conformity to requirements. Organizes and maintains management files and other data deliverable files. Participates in meetings, design reviews, briefings, etc. relating to the particular support function; identifies and reports on issues or related problems and makes recommendations. Works independently, under general guidelines set by the senior consultant; modifies and/or adapts techniques and standard approaches to solve moderately difficult problems.

Minimum Education: Bachelor's Degree

MOBIS TRAINING SERVICES

874-4 Training Services - Services include off-the-shelf training packages under this SIN to meet specific agency needs related to business services, such as, but not limited to: customer service, team building, process improvement, data collection, performance measures and measurement, statistical process control, statistical methods, problem-solving, business process reengineering, quality management, change management, strategic planning, and benchmarking.

CLASS RATES ARE FOR CLASSES FOR UP TO 12 PEOPLE, CHARGES FOR ADDITIONAL STUDENTS ARE NOTED ON EACH PAGE AND ON THE PRICE LIST.

TRAINING CLASSES AND OUTLINES

Title of Course:	<i>Basic Charting: Communicating with Data</i> -- requires a computer lab	Length of Course:	<i>1 day</i>
Total Price of Course:	\$2,160.00	Minimum Number of Participants:	<i>1</i>
Price Per Participant: (beyond the 12th participant):	\$180.00	Maximum Number of Participants:	<i>25</i>
<p>COURSE DESCRIPTION:</p> <p>The seminar that demonstrates a simple, practical approach to using simple tables and charts to analyze data, communicate performance, enhance decision-making, etc. The seminar uses a computer classroom and involves a lot of hands-on work actually creating spreadsheets, tables, and charts using the participant's workplace data.</p> <p>LEARNING OBJECTIVES:</p> <p>At the conclusion of this computer-lab seminar, participants will learn:</p> <ul style="list-style-type: none"> ▪ To enhance the clarity and credibility of graphical data. ▪ To display and link charts and data in Excel, PowerPoint, and Word documents. ▪ To create effective graphical displays and to assess a chart's ability to achieve results. ▪ To use graphical displays to analyze data, show accountability, and communicate results. ▪ The purpose, use, and limitations of tables and charts for displaying numerical information. 			

Title of Course:	<i>Briefing Techniques</i>	Length of Course:	3 days
Price of Course:	\$3,600.00	Minimum Number of Participants:	1
Price Per Participant (beyond the 12 th participant):	\$300.00		
		Maximum Number of Participants:	30

COURSE DESCRIPTION:

This course provides an overview of public speaking and presentation/briefing techniques. Participants will learn and practice the elements of effective speaking and explore the impact of individual styles, methods for effective preparation and delivery, and approaches to increase audience interest and engagement in your topic. Participants will create and practice giving presentations using the tools and techniques they learn in the class and will receive instructor and group feedback on how they can continue to optimize their strengths and develop their areas of opportunity.

LEARNING OBJECTIVES:

At the conclusion of this seminar, participants will learn:

- Establish rapport and credibility with your audiences.
- Use retention techniques to ensure your message is memorable.
- Convert stage fright into productive energy to enhance presentations.
- Deliver presentations/briefings that are interesting, informative, and engaging.
- Ask various types of audience questions to keep the audience actively engaged.
- Plan, structure, and design effective presentations that both inform and motivate.
- Use tools of effective design to create visual aids that add impact and emphasis to your key points.
- Create an action plan and identify resources available for maintaining continuous improvement.
- Describe the dimensions of effective presentations and assess your current skill level within each dimension.
- Use your identified communication strengths to add interest, emphasis, and engagement to your presentations/briefings.
- Explore the creativity process through analysis of practical theories, methodologies, and techniques that support creative thinking and creative problem solving.

Title of Course:	<i>Business Math Skills</i>	Length of Course:	1 day
Total Price of Course:	\$2,160.00	Minimum Number of Participants:	1
Price Per Participant (beyond the 12th participant):	\$180.00		
	Maximum Number of Participants:		50
<p>COURSE DESCRIPTION:</p> <p>Math-friendly seminar that provides participants with a hands-on approach to learning workplace math. The seminar is designed to provide participants with a solid foundation of basic math and the understanding to apply what they have learned to the workplace. Topics: descriptive statistics, analyzing and displaying data, and communicating results.</p> <p>LEARNING OBJECTIVES: At the conclusion of this seminar, participants will learn:</p> <ul style="list-style-type: none"> ▪ Apply their learning in the workplace. ▪ Perform basic analysis and describe the results. ▪ Increase their proficiency with basic workplace math. ▪ Improve mathematical thinking, understanding, and communication. ▪ Apply math concepts to analyze and describe workplace performance. ▪ Better understand their math sense and realize what they yet need to learn. 			

Title of Course:	<i>Business Math, Basic Budgeting and Forecasting</i>	Length of Course:	3 days
Total Price of Course:	\$3,600.00	Minimum Number of Participants:	1
Price Per Participant (beyond the 12th participant):	\$300.00		
	Maximum Number of Participants:		50
<p>COURSE DESCRIPTION:</p> <p>The seminar is designed to give participants a chance to build or refresh their knowledge and skills in basic workplace math, budgeting, and forecasting – it's all numbers. This is NOT a statistics, budgeting, or accounting class. We keep things simple and straightforward, and we make learning fun. No one will be left behind.</p> <p>The seminar focuses on providing participants with a solid foundation of workplace math and the understanding to apply what they have learned to basic budgeting and forecasting. Through math-friendly activities, participants gain proficiency and confidence in working with numerical data, performing basic budgeting calculations and forecasts, and estimating (forecasting) workplace performance. Once participants learn or refresh their memory of the basics, they apply their knowledge and understanding to workplace data – it is real world, hands-on learning.</p> <p>LEARNING OBJECTIVES:</p> <ul style="list-style-type: none"> ▪ At the conclusion of this seminar, participants will learn: ▪ Increase their proficiency with basic workplace math. ▪ Create and monitor basic budgets and spending plans. ▪ Perform basic calculations and analysis, and describe the results. ▪ Improve mathematical thinking, understanding, and communication. ▪ Apply math concepts to analyze and describe workplace performance. ▪ Better understand their math sense and realize what they yet need to learn. ▪ Apply math fundamentals, e.g., basic budgeting, analysis, and forecasting, with ease and little stress. 			

Title of Course:	<i>Completed Staff Work</i>	Length of Course:	2 days
Total Price of Course:	\$2,880.00	Minimum Number of Participants:	1
Price Per Participant (beyond the 12th participant):	\$240.00		
	Maximum Number of Participants:		50
<p>COURSE DESCRIPTION:</p> <p>This course is designed to provide participants with a comprehensive understanding of Completed Staff Work and prepare participants to effectively propose solutions to problems faced by management so that only the manager's signature will be required in order to implement recommendations. Participants will have opportunities to experience working on analytical problems individually and in teams. This course will cover how to create evaluation criteria, analyze and evaluate alternatives, and prepare recommendations for implementation based on agreed-upon standards.</p> <p>LEARNING OBJECTIVES:</p> <p>At the conclusion of this seminar, participants will learn:</p> <ul style="list-style-type: none"> ▪ Identify barriers/problems that may be encountered in doing staff work and alternative solutions to overcoming those barriers. ▪ Identify factors to consider when preparing a recommendation. ▪ Prepare a written recommendation using a specified format. 			

Title of Course:	<i>Creative Problem Solving</i>	Length of Course:	3 days
Total Price of Course:	\$3,600.00	Minimum Number of Participants:	1
Price Per Participant (beyond the 12th participant):	\$300.00		
	Maximum Number of Participants:		50

COURSE DESCRIPTION:

This course provides techniques for creative on-the-job solutions. Participants learn to avert roadblocks, re-think problems, generate new ideas to ever-changing environments, and develop well thought-out, signature-ready recommendations to managers and leaders. Through hands-on, real-world application of lessons learned, participants identify workplace inhibitors of creativity and how to avoid them. Participants also apply their skills to engage workplace problems, generate new ideas, overcome roadblocks, etc.

LEARNING OBJECTIVES:

At the conclusion of this seminar, participants will learn:

- Learn new ways of thinking and new processes for creative problem solving.
- Learn various decision making approaches with the advantages and disadvantages of each.
- Learn techniques for overcoming mental blocks to creative thinking and problem solving.
- Apply creative thinking techniques to foster innovation and improve performance.
- Learn common myths and inhibitors of creative thinking and problem solving, and how to avoid them.
- Learn practical approaches and techniques for creative on-the-job solutions to possible roadblocks.
- Understand characteristics of a creative person and ways to incorporate positive attitudes for creativity.
- Learn techniques for exploring ideas, generating possibilities and selecting the best solution among possibilities – one that is signature-ready, and aligned with organizational goals.
- Apply different problem solving approaches to discover possibilities with existing resources – making the ordinary extraordinary.

Title of Course:	<i>Creative Thinking</i>	Length of Course:	1 day
Total Price of Course:	\$2,160.00	Minimum Number of Participants:	1
Price Per Participant (beyond the 12th participant):	\$180.00		
	Maximum Number of Participants:		50

COURSE DESCRIPTION:

The course focuses on the development of innovative solutions for resolving issues or problems and promotes organization improvement. Participants will investigate concepts that encourage the design of new methods where established methods and procedures are inapplicable or unavailable.

The seminar is a hands-on seminar designed to help participants' learn (or relearn) the techniques and applications of creative thinking, innovation and problem solving. Participants learn to generate new ideas by changing context and reapplying current practices and ideas. In other words, instead of doing what they've always done the way they've always done it, participants find ways to do what they've always done differently. The systematic development of strategies to combat the ever changing work environment is also addressed. It's training and education that works!

LEARNING OBJECTIVES:

At the conclusion of this seminar, participants will learn:

- Key roles in customer service, as well as to dispel customer service myths.
- Explore the creativity process through analysis of practical theories, methodologies, and techniques that support creative thinking and creative problem solving.
- Engage in group activities that encourage interactive discussion of creative thinking and ways of fostering a creative climate.
- Analyze situational analyses that assist in development of new insights into situations and techniques to foster innovation and improvement.
- Develop systematic approach to problem solving through integration of innovative ideas.
- Align creative problem solving concepts with the organization's mission.
- Techniques for exploring ideas, generating possibilities, and selecting the best answer among possibilities – one that is aligned with DE's mission and goals.
- Benefits of thinking "out of the box" – how to cultivate creative thinking and generate ideas.
- Common myths and mental blocks about creative thinking and how to dispel them.
- Characteristics of a creative person and ways to incorporate positive attitudes for creativity.
- How to apply different approaches to discover possibilities with existing resources – making the ordinary extraordinary.

Title of Course:	<i>Customer Service</i>	Length of Course:	1 day
Total Price of Course:	\$2,160.00	Minimum Number of Participants:	1
Price Per Participant (beyond the 12th participant):	\$180.00		
	Maximum Number of Participants:		50
<p>COURSE DESCRIPTION:</p> <p>Hands-on seminar designed to enhance an organization's ability to achieve and maintain superior customer service – a key aspect of success. The seminar teaches providers how to assess and improve customer service, collect customer data, analyze results, focus on what is important, set meaningful baselines and targets, and much more.</p> <p>LEARNING OBJECTIVES:</p> <p>At the conclusion of this seminar, participants will learn:</p> <ul style="list-style-type: none"> ▪ Key roles in customer service, as well as to dispel customer service myths. ▪ How to improve workplace performance through superior customer service. ▪ How to become better listeners, as well as how to help customers listen better. ▪ How to collect and analyze customer data, e.g., customer surveys and interviews. ▪ To identify levels of customer needs – expected, requested, and surprised service. ▪ How to apply key measures to monitor customer service, e.g., baseline and targets. ▪ Critical steps to analyze and resolve customer problems (within available resources). ▪ Key elements of a transaction and how to identify transaction problems/opportunities. 			

Title of Course:	<i>Data Analysis & Forecasting: Graphical Methods</i> – requires a computer lab	Length of Course:	1 day
Total Price of Course:	\$2,160.00	Minimum Number of Participants:	1
Price Per Participant (beyond the 12th participant):	\$180.00		
	Maximum Number of Participants:		25
<p>COURSE DESCRIPTION:</p> <p>The seminar designed to teach a practical approach to analyzing and interpreting performance data, e.g., financial, market, program, customer. Participants learn hands-on in a computer lab an effective method to assess/monitor performance, forecast data, and enhancing decision making with XmR Charts.</p> <p>LEARNING OBJECTIVES:</p> <p>At the conclusion of this computer-lab seminar, participants will learn to use the concepts, methods, techniques and tools of graphical analysis & forecasting to:</p> <ul style="list-style-type: none"> ▪ Enhance decision making. ▪ Predict process performance. ▪ Determine process capability. ▪ Monitor business performance. ▪ Analyze and interpret performance. ▪ Make comparisons, e.g., unit to unit. ▪ Assess the capability of an organization to meet customer expectations. ▪ Know when change to the system is appropriate and when it is not. ▪ Recognize when a process is running smoothly and when it needs attention. ▪ Find and fix abnormal patterns of performance, e.g., process level shifts and trends. 			

Title of Course:	<i>Data Analysis & Forecasting: Statistical Methods</i> – requires a computer lab	Length of Course:	2 days
Total Price of Course:	\$2,880.00	Minimum Number of Participants:	1
Price Per Participant (beyond the 12th participant):	\$240.00		
	Maximum Number of Participants:		25
<p>COURSE DESCRIPTION:</p> <p>This is NOT a statistics class – the computer does math, we interpret the results.</p> <p>Math-friendly seminar that provides participants with a hands-on approach to learning useful analysis techniques to enhance decision making and statistically forecast performance. Topics: describing data, analyzing wait times, forecasting, random sampling, testing theories, correlation, regression and much more.</p> <p>LEARNING OBJECTIVES:</p> <p>At the conclusion of this computer-lab seminar, participants will learn practical approaches to:</p> <ul style="list-style-type: none"> ▪ Describe a data set and conduct random sampling of data, ▪ Identify key causes of performance and communicate results, ▪ Determine group differences – t-Tests and analysis of variance, ▪ Test theories for change – distinguish between change and routine variation, and ▪ Examine relationships and forecast performance – regression and correlation, and more. 			

Title of Course:	<i>Decision Making</i>	Length of Course:	1 day
Total Price of Course:	\$2,160.00	Minimum Number of Participants:	1
Price Per Participant (beyond the 12th participant):	\$180.00		
	Maximum Number of Participants:		50
<p>COURSE DESCRIPTION:</p> <p>This course focuses on the decision making process and the overall impact individual choices have on the ability of organizations to meet the goals. Emphasis is placed on the proactive engagement of problem solving through the formulation of sound and calculated decisions.</p> <p>The seminar that engages participants in thought-provoking discussions and small-group activities designed to reinforce simplified theory and principles. Participants learn the decision-making process (cradle-to-grave), decision-making roles and responsibilities, the role of strategic thinking and planning in decision-making, techniques for managing effective workplace decisions, methods for involving others and communicating decisions, the impact decisions have on workplace resources, and how to align decisions with organizational values, goals and objectives.</p> <p>LEARNING OBJECTIVES:</p> <p>At the conclusion of this seminar, participants will learn:</p> <ul style="list-style-type: none"> ▪ Explore the decision making process and how to make sound, well-informed and objective decisions (How thinking and reasoning processes operate). ▪ Develop an understanding of the decision making process through case study analysis and group activities. ▪ Discover analytical techniques for comparing alternative solutions. ▪ Learn how to reason effectively and consistently. ▪ Formulate an understanding of proactive engagement in the decision making process. ▪ Learn problem analysis best practices – using your decision time most effectively. ▪ Calculate the impact and implications of decisions. ▪ Use decision making to commit to action, accomplish organizational goals and cause change. 			

Title of Course:	<i>Leadership for Non-Supervisors</i>	Length of Course:	3 days
Total Price of Course:	\$3,600.00	Minimum Number of Participants:	1
Price Per Participant (beyond the 12th participant):	\$300.00		
	Maximum Number of Participants:		50

COURSE DESCRIPTION:

Each and every one of us is a leader, regardless of career level or type of work. Are you aware of your strengths as a leader? Do know what behaviors make a good leader? Are you consciously using your leadership? Are you using it to develop self, others, and USCIS? This course will help you bring to light your talents and strengths, and develop the attributes of a good leader, whatever your position.

Leadership for Non-Supervisors training provides new or future supervisors with proven practices and suggestions for making a successful transition, learning to delegate work to others, building effective and productive relationships, and helping employees succeed in their work efforts. Participants will also become familiar with potential challenges they may face as a supervisor.

Participants will also learn the key aspects of communication, including various communication styles, verbal and nonverbal elements of communication, conflict management styles, and how their individual style may impact their effectiveness both internally and externally.

Learning methods will include self-assessments, individual, small and large group experiential exercises, discussions, and action planning.

LEARNING OBJECTIVES:

By the end of this training, participants will be able to do the following:

- Define leadership.
- Identify the characteristics and behaviors of an effective leader.
- Explain the difference between leading and managing.
- Name the principal purpose of supervision; name the three key roles supervisors play.
- Explain the difference between performance problems and conduct problems.
- Identify possible causes of performance problems; identify ways to solve performance problems.
- Identify learning how to lead by example, and learning how to delegate responsibility fairly, among other skills.
- Identify the factors to consider to evaluate employee performance (increased knowledge of evaluating performance).
- Name some strategies to help increase employee productivity.
- Identify ways to motivate employees.
- Develop a plan to use the knowledge gained from this course in the next 90 days.
- Use decision making to commit to action, accomplish organizational goals and cause change.

Title of Course:	<i>Managing Multiple Priorities</i>	Length of Course:	1 day
Total Price of Course:	\$2,160.00	Minimum Number of Participants:	1
Price Per Participant (beyond the 12th participant):	\$180.00		
	Maximum Number of Participants:		50

COURSE DESCRIPTION:

The efficiency of individuals and organizations relies greatly on their ability to successfully manage their workload and their time. Time may be our most valuable resource, but it is often given away thoughtlessly, unconsciously, or in a reactionary manner. Harnessing this critical resource increases both employee output and organizational competitiveness. This training provides participants with strategies to manage their workload and effectively manage their time. It also addresses the development of a conscious appreciation of time as a precious asset and will instruct participants on tools and techniques for managing competing deadlines and priorities. Participants will also learn goal-setting and decision-making strategies as well as time-allocation techniques.

LEARNING OBJECTIVES:

At the conclusion of this seminar, participants will learn:

- Make knowledgeable decisions about what you need do and when to do it.
- Integrate proven time management techniques into your daily life.
- Proactively schedule tasks, construct daily to-do lists, and create weekly plans.
- Apply a structured process to shape your existing and potential commitments.
- Adopt strategies and techniques to handle interruptions and manage procrastination.
- Explore goal-setting processes and best practices.
- Apply decision-making strategies.
- Develop an action plan for applying learning back on the job.

Title of Course:	<i>Managing with Data</i>	Length of Course:	½ day
Total Price of Course:	\$1,800.00	Minimum Number of Participants:	1
Price Per Participant (beyond the 12th participant):	\$150.00		
	Maximum Number of Participants:		50

COURSE DESCRIPTION:

The seminar is presented from the manager's point of view and examines how managers can become better users and communicators of data. Special considerations are given to workplace variation as it applies to managerial decision-making, options for change, and setting/managing to meaningful targets.

LEARNING OBJECTIVES:

At the conclusion of this seminar, participants will learn how to:

- Measure agency outcomes.
- Read and interpret data.
- Distinguish between random variation and change.
- Identify and use meaningful data to support everyday management decisions.
- Use key questions for analyzing and interpret data, and communicating results.
- Use simple analysis techniques to reveal meaningful insights into program and agency performance.

Title of Course:	<i>Organizational Communication</i>	Length of Course:	3 days
Total Price of Course:	\$3,600.00	Minimum Number of Participants:	1
Price Per Participant (beyond the 12th participant):	\$300.00		
	Maximum Number of Participants:		50
<p>COURSE DESCRIPTION:</p> <p>Organizational Communication provides staff with tools and techniques to become more effective communicators. Participants will learn the key aspects of communication, including various communication styles, verbal and nonverbal elements of communication, conflict management styles, and how their individual style may impact their effectiveness both internally and externally. Participants will discuss various communication tools and discuss the appropriateness and pros/cons of each tool.</p> <p>LEARNING OBJECTIVES:</p> <ul style="list-style-type: none"> ▪ Demonstrate effective communication practices. ▪ Use five methods for more effective communication. ▪ Describe the verbal and nonverbal aspects of communication. ▪ Identify various communication styles and identify their personal style. ▪ Describe the communication process and elements that impact effective communication. ▪ Identify conflict management styles and identify their personal preference, and its impact on dealing with conflict. ▪ Analyze internal thought processes that impact and influence how messages are sent and how messages are received. ▪ Determine the appropriate usage of several communication tools, such as face-to-face communication, email, and telephone. 			

Title of Course:	<i>Performance Measures</i>	Length of Course:	1 day
Total Price of Course:	\$2,160.00	Minimum Number of Participants:	1
Price Per Participant (beyond the 12th participant):	\$180.00		
	Maximum Number of Participants:		50
<p>COURSE DESCRIPTION:</p> <p>The seminar designed to teach how to develop, use, and align meaningful data to support planning, budgeting, improvement, etc. The seminar supports the general concepts and recommendations of Baldrige, Balanced Scorecard, Government Performance and Results Act, Governmental Accounting Standards Board, & Managing for Results.</p> <p>LEARNING OBJECTIVES:</p> <p>At the conclusion of this seminar, participants will learn:</p> <ul style="list-style-type: none"> ▪ The purpose for measures (number and types), how to write effective performance measures (lead and lag), and how to link measures with decision-making. ▪ That performance measurement provides a basis for taking action on the future – guide allocation of resources, identifies opportunities for improvement, etc. ▪ A simple model for defining systems and collecting sustained, meaningful measurements. ▪ To develop measures based on the needs of the user (level of detail and reporting cycle). ▪ A process for effectively managing, aligning, and assessing performance measures. ▪ How to develop measures that communicate information key to mission success. ▪ Concepts and mechanics for measuring outcomes and outputs. 			

Title of Course:	<i>Process Improvement (Change Management)</i>	Length of Course:	3 days
Total Price of Course:	\$3,600.00	Minimum Number of Participants:	1
Price Per Participant (beyond the 12th participant):	\$300.00		
	Maximum Number of Participants:		18
<p>COURSE DESCRIPTION:</p> <p>Seminar blends project management and delivery with process management and performance improvement. In a team-oriented, experiential learning environment, participants apply simplified theory and tools to improve a real process. Builds capacity, involves employees, and improves the bottom line.</p> <p>LEARNING OBJECTIVES:</p> <p>At the conclusion of this seminar, participants will learn:</p> <ul style="list-style-type: none"> Analyze workplace performance, e.g., performance measures, flowcharts, cause-and-effect diagrams, variety of charts, customer data, consensus building, and more. Identify improvements that have the immediate and significant impact on performance. Establish performance measures and manage customer and workplace data. Determine cause-and-effect relationships, sample data and populations, develop and test theories for change, design experiments, and more. 			

Title of Course:	<i>Writing with Clarity by Thinking Critically</i>	Length of Course:	3 days
Total Price of Course:	\$3,600.00	Minimum Number of Participants:	1
Price Per Participant (beyond the 12th participant):	\$300.00		
	Maximum Number of Participants:		30
<p>COURSE DESCRIPTION:</p> <p>This course provides writing techniques that participants will use to quickly discover and organize ideas, anticipate questions, draw sound conclusions, and produce logical written messages relevant to their work. Through discussion, and completion of exercises and hands-on activities, participants efficiently identify an intended audience, a writing purpose, and a communication objective. Participants will also develop an awareness of the most common grammar and usage errors. The course will emphasize Plain English, and will use real-world scenarios in exercises and activities. Participants also practice editing at the word, sentence, and paragraph levels to improve the clarity of business writing.</p> <p>LEARNING OBJECTIVES:</p> <ul style="list-style-type: none"> ▪ Learn how to organize ideas and produce drafts. ▪ Practice effective writing through hands-on activities. ▪ Gain an appreciation for the power of Plain English style. ▪ Develop an action plan for applying learning back on the job. 			

MOBIS PRICING

CONSULTING PRICING	Per Hour
Principal Consultant	\$200.00
Senior Consultant	\$150.50
Senior Analyst	\$125.00

TRAINING PRICING	Per Class
Basic Charting	\$2,160.00
Briefing Techniques	\$3,600.00
Business Math Skills	\$2,160.00
Business Math, Basic Budgeting and Forecasting	\$3,600.00
Completed Staff Work	\$2,880.00
Creative Problem Solving	\$3,600.00
Creative Thinking	\$2,160.00
Customer Service	\$2,160.00
Data Analysis & Forecasting: Graphical Method	\$2,160.00
Data Analysis & Forecasting: Statistical Method	\$2,880.00
Decision Making	\$2,160.00
Leadership for Non-Supervisors	\$3,600.00
Managing Multiple Priorities	\$2,160.00
Managing with Data	\$1,800.00
Organizational Communication	\$3,600.00
Performance Measures	\$2,160.00
Process Improvement (Change Management)	\$3,600.00
Writing with Clarity by Thinking Critically	\$3,600.00